GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:3306
ANSWERED ON:17.08.2005
ALLEGED WRONG BILLING OF CALLS
Thomas Shri P.C.

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Government has received a number of complaints from the subscribers alleging wrong billing of their calls;

(b) if so, the details thereof; State-wise, during the last three years; and

(c) the steps taken by the Government to compensate the subscribers in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) Yes, Sir. Complaints are received from subscribers alleging wrong billing from time to time. However, the number of complaints of wrong billing of calls in BSNL and MTNL is well with-in the norms fixed by TRAI (Telecom Regulatory Authority of India).

(b) State-wise details of such complaints of wrong billing are given in the Annexure.

(c) BSNL & MTNL examine the wrong billing complaints, as per well laid down procedure and if found justified rebate is given to the subscribers.

ANNEXURE

STATE-WISE DETAILS OF WRONG BILLING COMPLAINTS

Sl No	Name of the circle	2002-03 No. of complaints	2003-04 No. of complaints	2004-05 No. of complaints
1	Andman & Nicobar	68	206	200
2	Andhra Pradesh	10822	14342	11159
3	Assam	2677	2518	2652
4	Bihar	2723	3302	1974
5	Jharkhand	875	1350	2638
6	Gujarat	12180	19162	12063
7	Haryana	3599	6055	5196
8	Himachal Pradesh	1996	2648	2776
9	Jammu & Kashmir	1589	1438	1546
10	Karnataka	9075	12997	10609
11	Kerala	8730	8182	6039
12	Madhya Pradesh	7365	11893	9281
13	Chhattisgarh	1706	1868	1381
14	Maharashtra	12209	16257	11653
15	Goa	952	1192	773
16	Meghalaya	1529	887	489
17	Mizoram	85	312	256
18	Tripura	166	454	392
19	Nagaland	857	822	603
20	Manipur	615	353	102
21	Arunachal Pradesh	236	225	384
22	Orissa	6201	12617	6161

23	Punjab	7357	21466	7891
24	Rajasthan	5423	7525	6097
25	Tamilnadu	9540	15424	13225
26	Pondicherry	76	100	192
27	Uttar Pradesh	8867	11001	12777
28	Uttaranchal	298	369	327
29	West Bengal	10104	9943	9502
30	Sikkim	473	476	132
31	MTNL Delhi	14800	36234	18425
32	MTNL Mumbai	14018	17229	17552

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